

NAVY 311

Support Provider Directory

(v1.4)

User Guide



October 23, 2014

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Points of Contact

Mr. Kris Leonard
NAVY 311 Project Director
SSC PAC
Mechanicsburg, PA
kristopher.leonard@navy.mil

Mr. Randy Caffee
Support Provider Directory System Manager
SSC LANT
Norfolk, VA
stuart.caffee@navy.mil


1 Overview

The NAVY 311 Support Provider Directory is hosted by the PMW 240 Distance Support Program. It provides users the ability to search for help by locating support provider contact information for Navy commodities (e.g. products, systems, and services). The Support Provider Directory is similar to a phone book, with several search options to help you locate the right source of support with the information you know. This guide familiarizes the reader with the user interface and offers instruction for discovering support using various search methods. The user interface also provides a mechanism for requesting changes or additions to the directory should you become aware of the necessity for a modification to the information contained within it.

1.1 Accessing the Support Provider Directory

Access to the Support Provider Directory is via the “Search Support Provider Directory” section on the NAVY 311 Website (www.navy311.navy.mil) home page. A DoD PKI certificate is required to access the directory, most generally through a Common Access Card (CAC). Upon your first attempt to access the directory you may be challenged to register, this will depend on whether you have accessed other applications residing on the same Navy server infrastructure.

Once you enter the Support Provider Directory website you will be presented with the directory search page. It will appear embedded within the NAVY 311 Home page with the same links on the header and footer banners.



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Your Navy. Your Needs.

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Search Type

Detailed

Search

☒ Commodity/Alias
 ☐ Program Name
 ☐ Provider Activity
 ☐ Provider Group
 ☐ Provider Name
 ☐ Subjects
 ☐ Unique ID

Commodity N...

Role

Activity Name

Group Name

Provider Name

Preferences

Refresh

Role:

Activity Name:

Group Name:

Full Name:

Title:

Code:

Destination:

Scope:

Remarks:

DODAAC ID:

Support Website:

Contact Type ^

Contact Information

Contact Details:

Commodity:

Program Name:

Comments:

PESTOMIN:

Program Office:

Aliases Associated with Selected Commodity ^

Subjects Provider Supports for Commodity ^

Change Request

Add Request

Export Results

Print Selected

Get Help

Quick Links

No Fear Act

FOIA

Security & Privacy

Accessibility

Fraud, Waste & Abuse

Suicide Prevention

Navy Jobs

USA.gov

This is an official United States Navy website

Contact Webmaster

Site Map

This US Government system is subject to monitoring. Please review the [Privacy Policy](#)

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In order to provide our customers with the best information more effectively, the SPAWAR Enterprise Public Website has undergone several recent revisions. We welcome your comments regarding revisions or other issues. Please send us your [feedback](#)




Figure 1-1 - Support Provider Directory Main Page

2 Basic Functions

2.1 Parts of the Support Provider Directory

The screenshot displays the Support Provider Directory Search Screen. At the top, there is a 'Search Type' dropdown menu (1) and a 'Search' input field (2). Below the search bar is a table with columns: 'Commodity N...', 'Role', 'Activity Name', 'Group Name', and 'Provider Name'. A search results dialog box (3) is shown, displaying a list of search results. To the right of the table, there is a section for 'Support Provider Information for Selected Search Result' (4), which includes fields for 'Role:', 'Activity Name:', 'Group Name:', 'Full Name:', 'Title:', 'Code:', 'Destination:', 'Scope:', 'Remarks:', and 'DODAAC ID:'. Below this is a 'Support Website:' field. Further down, there is a 'Contact Details' section (5) with a 'Contact Type' dropdown and a 'Contact Information' input field. Below the contact details is a 'Commodity Details' section (6) with fields for 'Commodity:', 'Program Name:', 'Comments:', 'PESTOMIN:', and 'Program Office:'. At the bottom, there is a section for 'Aliases Associated with Selected Commodity' (7) and a section for 'Subjects Provider Supports for Commodity' (8). The bottom of the screen features a navigation bar with icons and labels: 'Change Request' (9), 'Add Request' (10), 'Export Results' (11), 'Print Selected' (12), and 'Get Help'.

Figure 2-1 - Support Provider Directory Search Screen

The search screen consists of:

- 1 Search Type
- 2 Search Criteria Input
- 3 Search Results Dialog Box
- 4 Support Provider Information for Selected Search Result

- 5 Support Provider Contact Information for Selected Search Result
- 6 Additional Commodity Information for Selected Search Result
- 7 Alias List for Selected Commodity Search Result
- 8 Subject Types the Selected Provider Support for the Commodity
- 9 Change Request Submittal Form
- 10 Add Request Submittal Form
- 11 Export Entire Search Results to Printer or File
- 12 Print the Single Selected Search Result

2.2 Executing a Search

There are three types of searches available for selection from the Search Type drop down list. The default is Quick Search which provides dynamic, predictive searching. The other two search options are Detailed and Advanced. Each search type is further explained below. Select a search criteria option to indicate the type of search you would like to execute.

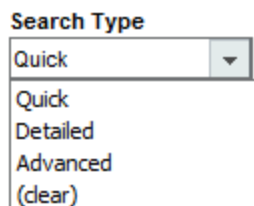


Figure 2-2 – Search Type selection list

2.2.1 Quick Search

Quick Search provides Search-as-you-Type dynamic searching. As you start to type your query in the Search text box, results are shown for records that match what you have typed. The type of search result (e.g. Provider, Commodity/Alias, etc.) is displayed to the left of the search result. Once you select the desired search result from the dynamic list, the Commodity and Provider information is populated on the web page.

2.2.2 Detailed Search (and Search Term Definitions)

Upon selecting this search option an array of primary search criteria are displayed. The entered search text is not case sensitive.

Figure 2-3 – Detailed Search options

Commodity/Alias: This is the default search selection. It searches both the Commodity (e.g. product, system, or service) name and the Alias, (or any part of the entered value) for matching results. An example of a search in this field is 'Encryption'.

Program name: The name of the program of record or project for the Commodity, (or part thereof). An example of a program name is 'Distance Support'.

Provider Activity: Activity name of the support provider, (or part thereof), such as 'SPAWAR Systems Center Pacific'.

Provider Group: The name of the group or service desk within the Activity where the Support Provider works, such as 'CNIC Support Center'.

Provider Name: Last and/or first name of the support provider. For example – 'Smith, Jim'.

Note: All searches are performed against the full name in 'Lastname, Firstname' format (although not case sensitive). So searching on 'Robert' will match 'Williams, Robert' and 'Roberts, Sean'. However, entering the name in 'Firstname Lastname' format will not return any results – 'Smith, Jim' will work, but 'Jim Smith' will not.

Subjects: This is the type of support the Provider offers for a Commodity. For example - Fault/Failure – Software – Application. This set of fields is currently being populated and may or may not yield results at this time.

Unique ID: This is a unique identifier for the commodity such as a part number. It is currently unused and disabled.

Select the desired search criteria against which to execute. The default criteria is Commodity/Alias. This allows you to simultaneously search for either the actual commodity name or a commonly referred to synonym, such as an acronym. Enter the search information into the Search text box and click Search (next to the magnifying glass) or depress the keyboard <Enter> key to execute a search. All search results that include your search information (within the selected search criteria) will populate into the search results dialog box. Click on the desired result and the corresponding information will populate on the web page.

2.2.3 Advanced Search

Upon selecting this search option the Advanced Search bar is displayed.

Figure 2-4– Advanced Search Toolbar

This is a more complex search method allowing you to create queries against all of the data fields within the Support Provider Directory. The available fields can be found by selecting the drop-down arrow adjacent to the Fields label. Select the field from the Fields list and then either type or use the buttons above the Advanced Search entry bar.

Figure 2-5 – Advanced Search Field list

Advanced search help is available by clicking the Search Help On/Off button. You can toggle back and forth and leave it available to use while creating a query string. Click on the page heading to select the help area of interest. Below “Wildcards and Pattern Matching” has been selected.

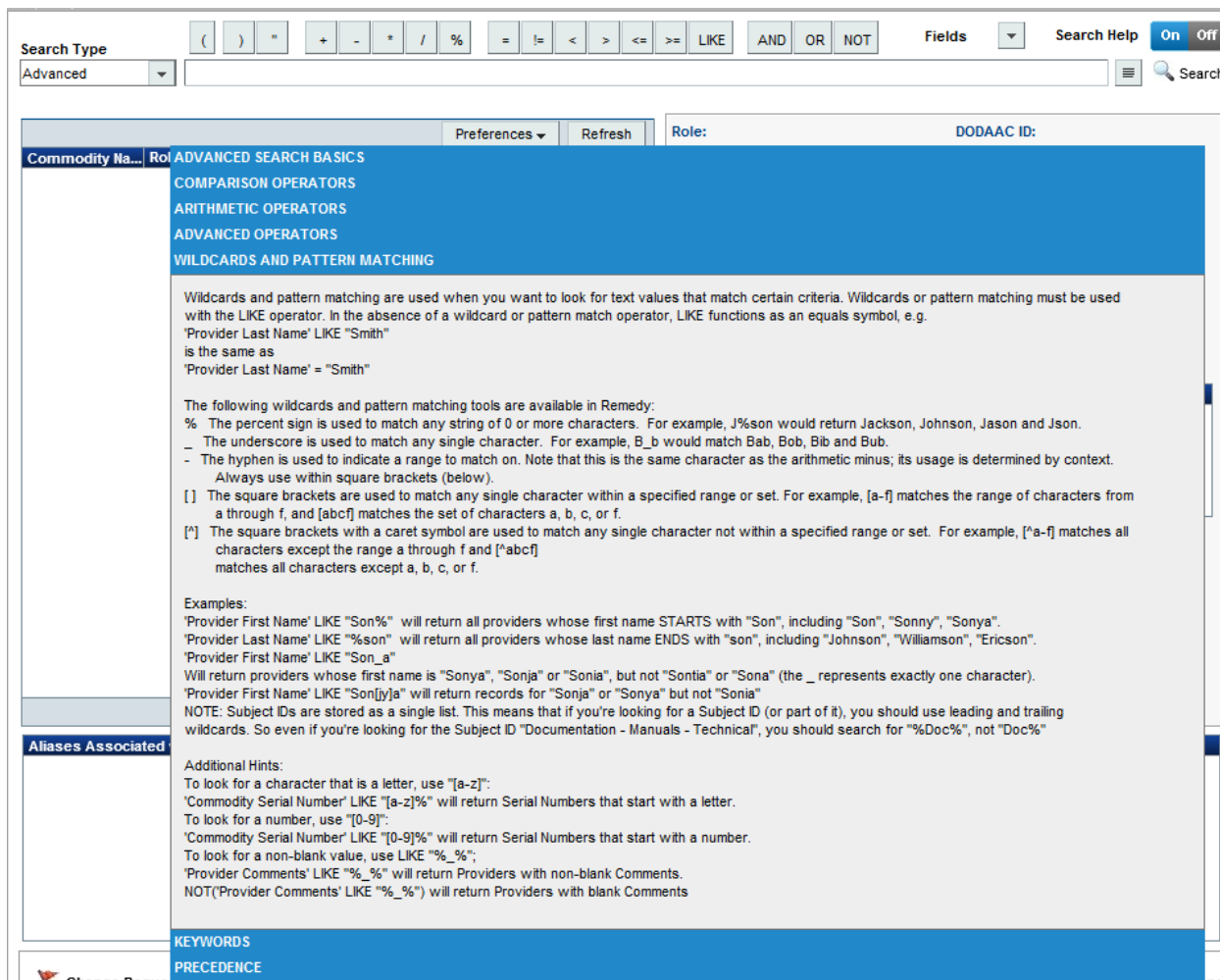


Figure 2-6 – Advanced Search help

In its simplest form, a valid query search for a Provider with the last name of Smith would look like this: 'Provider Last Name' = "Smith"

Field names must be entered exactly and are case sensitive (so 'provider last name' would not work – see the Field drop down list for valid case), but values are not case sensitive (so “smith” or “SMITH” would return the same results as "Smith").

A more complex search may concatenate Fields and Values such as:

'Provider Activity Name' LIKE "%SPAWAR%" AND 'Commodity Name' LIKE "%Digital%" which would return all results with SPAWAR within the Activity Name and Digital within the Commodity Name.

2.2.4 Search Results

Directory entries are defined to be visible only by defined user communities, so although there may be an entry available to your Program Manager you may not have access to that level of detailed support information.

The Detailed search results for the Commodity/Alias for 'NAVY 311' are displayed below.

NAVY 311
Your Navy. Your Needs.

Home | About Us | NAVY 311 Services | Metrics | Resources | NAVY 311 FAQs | NIAPS

Search Type: Detailed Search: NAVY 311

Displaying 1-4 of 4 Page 1 Preferences Refresh

Commodity Na...	Role	Activity Name	Group Name	Provider Name
JOIN NAVY 311	PROGRAM MANAGER	PROGRAM EXECUTIVE OFFICE	NAVY 311 PROGRAM	LEONARD, KRISTOPHER D MR
JOIN NAVY 311	SUPPORT DESK	PROGRAM EXECUTIVE OFFICE	JOIN NAVY 311	LARSON, DAVID A MR
NAVY 311	SUPPORT DESK	PROGRAM EXECUTIVE OFFICE	NAVY 311 SERVICE DESK	---
NAVY 311 WEBSITE	SUPPORT DESK	PROGRAM EXECUTIVE OFFICE	NAVY 311 SERVICE DESK	---

Report

Aliases Associated with Selected Commodity ^

- ANCHOR DESK
- ANCHORDESK
- DISTANCE SUPPORT
- GDSC
- GLOBAL DISTANCE SUPPORT CENTER

Subjects Provider Supports for Commodity ^

Role: SUPPORT DESK **DODAAC ID:** N3238A
Activity Name: PROGRAM EXECUTIVE OFFICE
Group Name: NAVY 311 SERVICE DESK
Full Name: ---
Title: ---
Code: ---
Destination: GDSC
Scope: ---
Remarks: ---

Support Website:

Contact Type ^	Contact Information
DSN Telephone 1	510-NAVY-311 (510 628-9311)
Naval Message Address	NAVY THREE ONE ONE NORFOLK VA
Service Email Address 1	navy311@navy.mil
Work Telephone 1	1 855 NAVY-311 (1 855 628-9311)

Contact Details:

Commodity: NAVY 311
Program Name: NAVY 311 PROGRAM
Comments: ---

PESTOMIN: E **EQUIPMENT**
Program Office: PMW 240


Change Request Add Request Export Results Print Selected Get Help

Figure 2-7 – Search Results

Records meeting the search criteria are displayed in the upper left (main search results table) of the Support Provider Directory. Select the row of interest. The aliases for the commodity of the selected record are shown directly below in the Aliases Associated to the Selected Commodity table. The upper right-side of the page displays specific provider information, including contact information and additional commodity details. Below, on the right, there is a list of Subjects


Provider Supports for Selected Commodity. At this time it may be empty but it will be increasingly populated as information becomes available to inform the User of the subject types the Provider supports for the selected Commodity.




If you see this flagged red text on the record it is an indication that there is a pending change request for this record. It would appear at the bottom of the Contact Details dialog box. You may still attempt to contact the listed Provider if desired, as the change evaluation is still pending.

 **Parts of this record have been flagged for possible inaccuracy. For current support information, click the "Get Help" link below.** 

2.3 Contacting a Provider

As shown below, if a Support Website is available, you may click the globe symbol to open the website (it will open in a new window). If a provider email address is selected in the Contact Information table you may click the envelope symbol to send an email. Phone numbers may also be available for you to initiate contact depending on the provider.

Support Website: <http://www.navair.navy.mil/index.cfm?fuseaction=home.display&key> 

Contact Type ^	Contact Information
Service Email Address 1	nav_helpdesk.fct@navy.mil 
Work Telephone 1	1-888-292-5919 
Work Telephone 2	1 301 342-3104 






Figure 2-8 – Contact Methods

2.4 Initiating a Change Request

If you would like to recommend a change to the information that was provided in the results of your search, ensure the record is highlighted in the main search results and then click Change Request from the bottom of the main page. The Change Request page is displayed.

Support Provider Change Request

Which part of this record is inaccurate?

1

Provider
Commodity
Commodity Provider Relationship
Contact
(clear)

2

Change Description

Save Cancel

Record Information Selected

3

Commodity Name: ADVANCED NARROWBAND DIGITALVOICE TERMINAL
Commodity Program Name: UNKNOWN
Commodity Comments:
Commodity PESTOMIN: E
Commodity Program Office: PMW 130
Subject ID:
Provider Role: UNKNOWN
Provider DODAAC ID: N65236
Provider Activity Name: SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC
Provider Group Name: UNKNOWN
Provider Full Name: ZINSMASER, KENNETH (KEN)
Provider Rank/Salutation:
Provider Designator:
Provider Code: 41230
Provider DSO Destination: SPAC
Provider Scope:
Provider Remarks:


4

Your Last Name: User
Your First Name: Ursula
Your Telephone Number: +1 619-555-1212
Your Email Address: some.email@navy.mil

Create Date: 5/4/2013 1:27:46 PM
Created By: Ursula User2
Modified Date: 5/4/2013 1:27:46 PM
Last Modified By: Ursula User2

Figure 2-9 – Support Provider Directory Change Request page

The Support Provider Change Request page consists of:

- 1 Part of the record you are reporting the change against. Selecting the  icon will provide you with descriptive information about the listed change categories.
- 2 Change Description (for providing additional information regarding the change you are requesting).
- 3 Current Information for the Record you had selected when you selected “Change Request”.
- 4 Submitter (your) Contact Information

If you select the change category of Contact, you will be prompted to select which part of the contact list requires attention. You may select multiple entries using the Ctrl and Shift keys. Select Cancel or Continue to return to the Change Request Page.

Select the inaccurate Contact record(s) and press Continue.

Contact Type ^	Contact Identifier
DSN Telephone 1	312 524-2303 
Service Email Address 2	spawar.remedy.fcm@navy.mil
Work Telephone 1	1 619 524-2303 

Figure 2-10 – Change Request Contact list

Enter any additional information describing why the change is necessary and if possible the correct information in the Change Description. Entering the corrected information will reduce the time to research and make the change. Click Save to submit the change to the Support Provider Directory Record Manager. Select Cancel to abort the change request.



2.5 Initiating an Add Request

If you would like to recommend an addition to the information in the Support Provider Directory click Add Request from the bottom of the main page. The Add Request page is displayed. This Add Request is a free-form text box and differs from the Change Request in that you are requesting new information be added, not a change to existing information. Please be as detailed as possible when asking for an addition so that we may be helped to verify and subsequently add the information.

Support Provider Add Request

Please enter a description of the information that you would like added to the Support Provider Directory in the space provided below, then click the [Save] button. Please be as detailed as possible.

Description of Add Request

 Save  Cancel

Your Last Name	<input type="text" value="Student"/>
Your First Name	<input type="text" value="Samuel"/>
Your Telephone Number	<input type="text" value="1 619 555-1212"/>
Your Email Address	<input type="text" value="navy311@navy.mil"/>

Figure 2-11 – Add Request

2.6 Exporting and Printing Search Results

If you want to export your search results or print your single selected result you may choose one of two options from the toolbar at the bottom of the page.



Figure 2-11 – Search Type selection list

2.6.1 Exporting your Search Results

Selecting Export Search Results will give you three options in a follow-on dialog box.

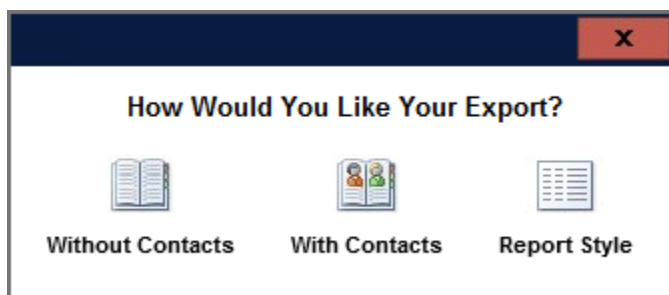


Figure 2-12 – Export Search Results options

You may export all of the results of your search Without Contacts, With Contacts, or in the Report Style. Once one of the options is selected your search results will be exported where you can then choose another follow-on action. You may Export to a Crystal Report format, PDF, MS Excel, MS Word, RTF, CSV, or XML for further manipulation of the data.

Report Style will give an output similar to the Print Selected Entry option on the bottom toolbar (see section 2.5.2 for the report format); however you will have one page per search result.

Next to the Export icon on the Crystal Report Viewer you will also find a Print icon.

NAVY 311 Support Provider Directory

The screenshot displays the 'Support Provider Directory Export' interface. On the left, a sidebar contains a 'Main Report' link and a 'PRINT' button. The main area shows a table of search results. An 'Export' dialog box is open, allowing the user to choose a file format for the data.

Table Headers:

Commodity Name	Commodity Alias	PESTOMIN	Program Name	Program Off	Subject ID	Provider Ro	Provider Activity	Provider Group Nam	Provider Full Name	Provider Cod	DSO Destination	Provider Scop	Provider Remark
----------------	-----------------	----------	--------------	-------------	------------	-------------	-------------------	--------------------	--------------------	--------------	-----------------	---------------	-----------------

Table Data (Sample Rows):

ENTERPRISE NETWORK MANAGEMENT SYSTEM	ENTERPRISE NETWORK MANAGEMENT SYSTEM	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	CONTROLLED UNCLASSIFIED INFORMATION (CUI)	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	AN/FSQ-221	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	TACTICAL SWITCHING	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	TSW	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	ENMS	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	TMS (TICKET MGMT SYSTEM)	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	OWE (OPERATOR WORK ENVIRONMENT)	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	FOSTER, RYAN MR	41110	SPAC	AN/FSQ-221	SUSTAINMENT LEAD CIMS/ISC Help Desk Alternate
ENTERPRISE NETWORK MANAGEMENT SYSTEM	ENTERPRISE NETWORK MANAGEMENT SYSTEM	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	LACY, KEVIN MR	41110	SPAC	AN/FSQ-221	24/7 CIMS/ISC Help Desk
ENTERPRISE NETWORK MANAGEMENT SYSTEM	CONTROLLED UNCLASSIFIED INFORMATION (CUI)	E	UNKNOWN	PMW 730		SUPPORT DESK	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	LACY, KEVIN MR	41110	SPAC	AN/FSQ-221	24/7 CIMS/ISC Help Desk

Export Dialog Options:


- File Format: Microsoft Excel (97-2003) (Selected)
- Crystal Reports (RPT)
- PDF
- Microsoft Excel (97-2003) (Checked)
- Microsoft Excel (97-2003) Data-Only
- Microsoft Word (97-2003)
- Microsoft Word (97-2003) - Editable
- Rich Text Format (RTF)
- Separated Values (CSV)
- XML

Figure 2-13 – Export of Search Results

Note: If you select to Export to Excel format, choose the Data-Only option to preserve the field names in their entirety.

2.6.2 Printing your Search Result

You may also select Print Selected Entry from the bottom toolbar. This will provide a Report Style format for the selected search result.



Navy 311 Support Provider Directory Entry

Provider Information		Commodity Information	
Full Name:	—	Commodity Name:	FIXED/ROTARY WING CRASHWORTHY SYSTEMS
Activity:	NAVAL AIR WARFARE CENTER AIR DIVISION PATUXENT RIVER MD	Comments:	
Group Name:	NAVAL AVIATION HELP DESK		
Title:	WARFIGHTER RESPONSE CENTER		
Branch Service:			
Service Type:		Program Name:	AIRCREW SYSTEMS
Code:		Program Office:	PMA 202
Site Code:		Aliases:	FIXED/ROTARY WING CRASHWORTHY SYSTEMS
Subjects:			

Relationship Information	
Role:	SUPPORT DESK
Website:	
Scope:	Remarks:

Contacts	
Service Email Address 1:	nav_helpdesk.fct@navy.mil
Work Telephone 1:	1-888-292-5919, OPTION 3


Figure 2-14 – Report Style Format

2.7 Display Options

There are a few display options on the main search results table. If your search returns over 200 results you will be able to browse through them by page. Additionally, the Preferences button allows you to customize the search results by removing or adding columns, saving the new setting and refreshing the search results display. If you do not save your customized settings, they will return to default when you begin a new session.

The main search display can be sorted by a different field by clicking the column heading. The default is to sort by the Commodity Name.

Search Type **Search**

Detailed DIGITAL  St

Displaying 1-41 of 41		Page 1	Preferences	Refresh
Commodity Na...	Role	Activity Name	Group Name	Provider Na...
ADVANCED NARROWBAND DIGITALVOICE TERMINAL	UNKNOWN	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	COMSEC	LEBEL, ROGER R MR
ADVANCED NARROWBAND DIGITALVOICE TERMINAL	UNKNOWN	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN	ZINSMaster, KENNETH (KEN)
AUTOMATED DIGITAL MULTIPLEXING SYSTEM SHORE ATM-HIGH SPEED GLOBAL RING	ISEA	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	LACY, KEVIN MR
AUTOMATED DIGITAL MULTIPLEXING SYSTEM SHORE ATM-HIGH SPEED GLOBAL RING	PROJECT LEAD	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	LAY, CHUCK MR
AUTOMATED DIGITAL MULTIPLEXING SYSTEM SHORE TIME DIVISION MULTIPLEXING	ISEA	SPAWAR SYSTEMS CENTER ATLANTIC CHARLESTON SC	UNKNOWN (CODE 41110)	LACY, KEVIN MR
AUTOMATED DIGITAL MULTIPLEXING	PROJECT	SPAWAR SYSTEMS	UNKNOWN (CODE	LAY, CHUCK

Report

Figure 2-15 - Customize Search Results

3 NAVY 311 Assistance

For further assistance with the Support Provider Directory, please contact NAVY 311: The Get Help link at the bottom of the Support Provider Directory also provides NAVY 311 contact information.

- Telephone: 1-855-NAVY311 (1-855-628-9311)
- DSN: 510-NAVY311 (510-628-9311)
- Email: NAVY311@navy.mil / NAVY311@navy.smil.mil
- Web: <http://www.NAVY311.navy.mil> or <https://www.NAVY311.navy.smil.mil>
- Text: type "NAVY311@navy.mil" into the "TO" line of text message
- Chat: via NAVY311 unclassified website